

Incident Report

As of 11/2/2010

Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	FCR Total
Administrative Services	1 0	78 22	79 22
Customer Company Total	1 0	78 22	79 22

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	MIR Total
Administrative Services	1	78	79
	0	15	15
Customer Company Total	1	78	79
	0	15	15

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
Administrative Services	1 0.13	78 0.65	79 0.65
Customer Company Total	1 0.13	78 0.65	79 0.65

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
Administrative Services	1 0	78 7	79 7
Customer Company Total	1 0	78 7	79 7

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	ATTR Total
Administrative Services	1 0.25	78 2.39	79 2.36
Customer Company Total	1 0.25	78 2.39	79 2.36

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Detail

INC000000180150	Larry Simpson Capitol Desktop Support	Application Eva Cornish	Reporting Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 0.55
INC000000194728	Brian J Davis Capitol Desktop Support	None Eva Cornish	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 51.26
INC000000196162	Brian Jensen Metro A Desktop Support	PC/Laptop Burton Brown	Hardware Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.45 2.98
INC000000197702	Amanda Ronan Capitol Desktop Support	Application Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.37 4.37
INC000000198574	Kevin Gilmore Metro B Desktop Support	Application Sean Chadbourne	Error Administrative Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.23 4.30
INC000000199070	Jeff Mottishaw Metro B Help Desk	PC/Laptop Ron LeBaron	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.51
INC000000199270	Ken Roner Capitol Desktop Support	Application Eva Cornish	Reporting Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.84 0.84
INC000000200234	Sheri Wolfley Capitol Desktop Support	Print/Copy/Scan/Fax Scott Wunderlich	Incident Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.74 0.93
INC000000200277	Nikki Sanchez Voice/Data/WAN Services	Telecom Mitch Hood	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.46
INC000000200285	Cynthia S Bowers Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.22
INC000000200632	John Koerner Internal Application Development at	Application Beth Hendricks	Reporting Administrative Services	Remedy Asset Management Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.09
INC000000200858	Dan Martinez Metro C Desktop Support	Application Troy Buchanan	Error Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.42 4.42
INC000000201002	Paul Mash Voice/Data/WAN Services	Telecom Mitch Hood	Hardware Administrative Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.24
INC000000201072	Jeff Reddoor Capitol Desktop Support	Mobile Devices Sarah Johnson	Error Administrative Services	BlackBerry Enterprise Server Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.12
INC000000201318	Aimee Shetley Voice/Data/WAN Services	Telecom Mike Johnson	CrossTalk/Noise/Static Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.34
INC000000201514	Gala Dumas Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000201523	Michelle Austin Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000201773	Elizabeth Perkes Voice Operations	Telecom Annette Nielsen	Feature Administrative Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.28
INC000000201835	Alan Olsen Capitol Desktop Support	Network Scott Wunderlich	Error Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.28 1.52
INC000000201864	Marci Soper Capitol Desktop Support	Server Sarah Johnson	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.33
INC000000201873	Anne Stehno Metro C Desktop Support	PC/Laptop Ed Radke	Virus Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 3.92
INC000000202579	Mary Naylor Capitol Desktop Support	Application Eva Cornish	Error Administrative Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 0.40
INC000000202824	Melissa Frost Capitol Desktop Support	Network Chad Poll	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.63 1.06
INC000000202856	Emily Barnes Rural Central Desktop Support	Application Paul Petersen	None Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000203353	Emily Barnes Help Desk	Telecom Dan Barrett	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000203546	Ken Hansen Capitol Desktop Support	Application Peter Musser	Error Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.44 0.94
INC000000203603	Alvin Crown Voice Operations	Telecom Annette Nielsen	Dial Tone Administrative Services	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.25
INC000000203788	Angie Watson Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000203793	Kathryn Anderson Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000203919	Melissa Frost Capitol Hosting	Application Jill Berman	Error Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.78 1.02
INC000000204110	Alan Barnett Help Desk	Telecom Vicky Marrelli	Feature Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000204535	Brian Spoon Metro D North Desktop Support	Print/Copy/Scan/Fax Kim Ratuszniak	Error Code Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000204766	Emily Barnes Voice/Data/WAN Services	Telecom Mark Thomas	Hardware Administrative Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.26

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INC000000204835	Cynthia Antonsen	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000204860	Melissa Frost	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Bill Felt	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000204861	Marci Soper	Network	Incident	None		TIR Missed: No	TIR: 0.48
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.93
INC000000205598	Dan Martinez	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Metro C Desktop Support	Troy Buchanan	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.12
INC000000205612	Larry Simpson	Application	Password	Novell GroupWise		TIR Missed: Yes	TIR: 1.66
	Capitol Hosting	Jill Berman	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.66
INC000000205950	Melissa Frost	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Bill Felt	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000206417	Scott Sutherland	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.06
	Capitol Desktop Support	Eva Cornish	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.15
INC000000206666	Rick Beckstead	Network	Incident	None		TIR Missed: No	TIR: 0.20
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 4.34
INC000000206726	Jan Rogerson	Network	Incident	None		TIR Missed: Yes	TIR: 1.32
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 3.79
INC000000206778	Cynthia S Bowers	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.89
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 3.38
INC000000206828	Daniel Berry	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000207194	Marilee Richins	None	None	None		TIR Missed: No	TIR: 0.08
	Capitol Hosting	Patrick Funk	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.66
INC000000207405	Julie Clark	Application	Error	Microsoft Access		TIR Missed: No	TIR: 0.45
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.25
INC000000207454	Wayne Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.44
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.67
INC000000207492	Curtis Burk	Application	Error	None		TIR Missed: Yes	TIR: 1.22
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.22
INC000000207745	Marcie Handy	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000207753	Marla Workman	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR: 0.15
	Voice/Data/WAN Services	Mitch Hood	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.30

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INC000000208572	Cary Jenkins	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.19
Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.47
INC000000208636	Maren Jeppsen	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.12
Metro B Help Desk	Janet Hongsyvilay	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.14
INC000000208755	Evan Taylor	None	None	None	TIR Missed: Yes	TIR: 2.22
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 7.04
INC000000208797	Barbara Sutherland	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000209169	Elizabeth Perkes	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.92
Metro B Desktop Support	Cindy Reed	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 18.01
INC000000209236	Melissa Frost	Network	Error	Novell Client for 32-bit Windows	TIR Missed: Yes	TIR: 1.04
Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.79
INC000000209376	Jeff C Williams	Application	Password	None	TIR Missed: No	TIR: 0.00
Enterprise Security	Jerri Averre	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 9.30
INC000000209431	Bruce Spiegel	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000209680	Charisse Dalton	Application	Error	None	TIR Missed: No	TIR: 0.31
Capitol Desktop Support	Sarah Johnson	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.41
INC000000209682	Marla Workman	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.12
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 7.74
INC000000209692	Jeff Wrigley	Application	Password	PGP	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000209722	Alan Barnett	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.07
Metro B Help Desk	Ron LeBaron	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.61
INC000000209814	Matt Jenkins	Application	None	Utah Master Directory	TIR Missed: No	TIR: 0.07
Help Desk	Eileen Dubach	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.21
INC000000209970	Vicki Schoenfeld	Network	Performance	None	TIR Missed: Yes	TIR: 1.01
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 4.05
INC000000210131	Darin Janzen	PC/Laptop	Error	None	TIR Missed: Yes	TIR: 1.09
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.77
INC000000210196	Tami Nelson	Application	Error	Novell GroupWise	TIR Missed: Yes	TIR: 4.24
Application Services	Eva Cornish	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 4.30
INC000000210374	Evan Taylor	Application	None	Novell GroupWise	TIR Missed: Yes	TIR: 2.15
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 5.65

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INC000000210462	Jeff Rose	Server	Error	None		TIR Missed: No	TIR: 0.17
Capitol Hosting	Patrick Funk	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.26	
INC000000210885	Steve Canning	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000210907	Brenda Murphy	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: Yes	TIR: 6.77
Metro B Desktop Support	Cindy Reed	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 6.77	
INC000000210920	Carma Hicks	Application	Reporting	None		TIR Missed: No	TIR: 0.36
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.47	
INC000000211177	Barbara Sutherland	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000211349	Lanea Blosser	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
Application Services	Eva Cornish	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.97	
INC000000211383	Melody Yearsley	EIS Hardware	Printer	None		TIR Missed: No	TIR: 0.77
Diebold	Dennis Rogers	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 2.66	
INC000000211734	Melody Yearsley	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR: 0.09
Metro A Help Desk	Liz Evans	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.09	
INC000000211762	Emily Barnes	Network	Password	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Richard Packer	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000212026	Crisanta Gwilliam	Application	Error	Microsoft Word		TIR Missed: No	TIR: 0.37
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 4.63	
INC000000212262	Emily Barnes	Application	Password	Microsoft Windows XP Professional		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000212417	Jason Coombs	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.00
Application Services	Danielle Hood	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00	